NPC'S WELL-BEING MEASURE USER MANUAL

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Welcome to NPC's Well-being Measure. This user manual guides you through the process of using the online tool. This includes signing up, creating and administering your own surveys, interpreting your results, and managing your account.

This manual contains links to our FAQs, guidance on designing an evaluation and a number of other documents to help you use the tool.

If you have any feedback on this document, please email us at wellbeing@thinknpc.org, marking your email 'User manual' in the heading.

What the Well-being Measure can do

NPC's Well-being Measure is an online survey tool designed to be used by organisations that want to evaluate young people's well-being, specifically between the ages of 11-16. It can be used to:

- Assess the overall well-being of a group at a single point in time;
- Assess changes in well-being of a group between two or more points in time;
- Compare the well-being of different sub-groups within a group (for example boys and girls).

After you subscribe to the tool you are able to create surveys, administer them, and analyse the results. You also receive a PDF report of your results and access to advanced features.

Creating an account

Subscribing to the Well-being Measure is done through the website www.wellbeingmeasure.com. Before you subscribe, there is lots of information that you can look at to help you make your decision.

By clicking on 'sign up' on the 'pricing' page, you will begin the process of creating an account. You can choose to sign up to a free trial of the tool (time limited with basic functionality, only applicable to new users) or to subscribe to the full version of the tool (allowing you to customise your survey and get detailed reporting).

During the subscription process, you will be asked to provide basic details, including the name of your organisation and your contact details. You will also be asked to agree to our terms and conditions. The email address and password you provide will be the details you use to access the account in the future.

Buying credits

To sign up to the full version of Well-being Measure with full functionality, you are required to purchase survey credits.

Payment for credits is upfront after you have created your account on the website. Payments are made using RBS Worldpay and we accept all major debit and credit cards. We can also create a payment invoice if required, email us to request this wellbeing@thinknpc.org.

The cost of survey credits is as advertised on the website at the time of purchase. You can buy as many credits as you wish and prices are discounted if you buy multiple credits in the same transaction. Once you have bought credits, you will not be charged extra or receive a refund if the price changes.

How many credits should I buy?

One credit buys you one survey. A survey can either be a 'new' survey or a 'follow-up' of a previous survey (as discussed later in this document).

Survey credits are limited to a minimum of 10 participants and a maximum of 200 participants. We expect most surveys to include 20 to 50 participants. The maximum limit is designed so that the majority of surveys can be completed using one credit. If you want to survey more young people, you will have to purchase more credits. (Each credit allows you an extra 200 participants.)

Running one survey allows you to measure the well-being of your participants relative to the national baseline.

Running two surveys (an initial survey + a follow-up survey) allows you to measure the change in well-being, and see what impact your programme has on young people.

Each survey provides you with one report of your results. If you are surveying several projects and require individual data for each of them, you will need to run separate surveys for each project.

How do I buy more credits after I have signed up?

Once you are logged in, you can choose to purchase more credits when you need them using the 'buy more' link on the top right hand side of your screen. This takes you to the payment process.

Your account balance is displayed at the top of the screen after you have logged in so you can always see how many credits you have left.

Features of your account

Features of your account depend if you are signed up to the free trial or the standard full version of the Well-being Measure.

Features of the free trial:

- Measure up to eight areas of well-being (self-esteem, resilience, emotional health, relationship with family, relationship with friends, satisfaction with school, satisfaction with where you live, and general life satisfaction)
- Use mandatory tags so you can filter your results by age and gender
- Administer survey by email, using a hyperlink, or on paper
- Monitor who has completed the survey
- View real-time results
- Print out a PDF report of your well-being results
- Pool the results of multiple surveys

Features of the standard full tool:

- Measure up to eight areas of well-being (self-esteem, resilience, emotional health, relationship with family, relationship with friends, satisfaction with school, satisfaction with where you live, and general life satisfaction)
- Use mandatory tags so you can filter your results by age and gender

- Add in custom tags so you can filter your results and compare subgroups
- Add your own custom questions
- Administer survey by email, using a hyperlink, or on paper
- Monitor who has completed the survey
- View real-time results
- Make use of the filtering tool whilst survey is open
- Print out a PDF report of your well-being results
- Export your results in excel
- Pool the results of multiple surveys

What you need to think about before setting up your survey

NPC's Well-being Measure is a tool to help you evaluate the well-being of a group. It is up to you to design the evaluation itself.

Before you begin, you need to plan your survey. This process is necessary and will help you to maintain a clear sense of the purpose of your work. It will help you when deciding how to design your survey, and whether you want to add any additional questions.

Our guidance helps you to do this in six steps:

1. Define a research question - decide what you want to use NPC's Well-being Measure to find out.
2. Decide what questions to include in your survey
3. Decide who will complete the survey - pick a group of young people or decide to run a rolling survey
4. Decide when to do the survey - choose a date and time
5. Decide whether to do the survey online or on paper
6. Decide where you will conduct the survey - plan a venue

A summary of our guidance on Planning your survey is in Appendix 1, or you can download the full document here. We also recommend that you write down your plans using the template that you can download here.

Once you have worked through the six steps you are ready to create your survey.

If there is no-one in your organisation that has ever designed a evaluation before, you may want to seek external help. You can contact the NPC consulting team by emailing us at wellbeing@thinknpc.org. If you require consulting support, this will be charged at our daily rate of £800+VAT.

Creating a new survey

When you are ready to create a new survey, log on using the details you provided when you signed up and click on 'Create a new survey'. You will be taken to a page which provides an overview of the process.

Creating a survey involves six steps:

Step 1: Survey Details

Give your survey a name and a short description.

Step 2: About Participants

Choose what information you would like to collect on participants, for example their age or gender.

Step 3: Well-being Questions

Choose what aspects of well-being you want to measure (a choice of up to eight).

Step 4: Additional Custom Questions

Choose whether to add questions of your own to the survey.

Step 5: Choose Participants

Upload a list of survey participants.

Step 6: Launch Survey

Review your survey and send it out to participants. When you launch your survey, the relevant number of credits will be deducted from your account.

At each step you can choose to save or go back. If you accidently close your browser or encounter a problem, your results will be saved for when you next log in.

Credits will not be debited from your account until you launch your survey at Step 6. Before we debit your account we will ask you to confirm your decision.

NOTE: You can use a previous survey as a template for a new survey by clicking on the 'Re-use survey' icon on the 'My surveys' page. This will copy all of the questions into a new survey and you will be able to edit them as required.

NOTE: Some functions will not be available to those using the tool as a free trial.

Step 1: Survey details

Enter basic information about your survey, including a name and short description. This information will appear in the report of your survey results so it is important that you enter it correctly. Ideally you should include details of what you are measuring, who is participating in the survey and where it is taking place. It cannot be edited after you have launched the survey.

Please also select the category that best describes the project that you are evaluating. If none of them fits select 'Other'. This information will contribute to our a national sample of well-being.

Once you have finished, click 'Save & next'.

Step 2: About participants

Choose what information you would like to collect about participants.

This information is used to 'tag' each participant and allows you to divide responses when you are analysing the survey results. These questions will appear at the beginning of your survey.

Required tags

There are three required tags - age, gender and postcode. For postcode, you need to select whether you want to collect information from participants (by including a question on the survey) or whether you want to upload it yourself later on in the process.

NOTE: We collect postcode for the purposes of creating a national sample of children's well-being. We treat postcode information very carefully and delete it when it is no longer in use. You can read our privacy policy by clicking on the link at the bottom of the page.

Create new tags (for those using the full version)

Add extra tags by using the 'Create a tag' link. For each tag enter a name and range of possible answers. You should choose a name that describes the tag and that will make sense to you and to participants. For example, if you want to collect data on whether young people are eligible for free school meals, use the name 'Free school meals' and answers 'Yes' and 'No'. The answer 'Other' is automatically included in all tags. There are also a list of suggested custom tags on the right side of the screen to help you.

For every tag you create, again you need to select whether you want to collect information from participants (by including a question on the survey) or whether you want to upload it yourself later on in the process. If you wish to answer the tag yourself, you will the information by the time you wish to launch the survey. This may require liaison with schools/other groups to obtain the relevant data.

Once you have finished, click 'Save & next'.

Step 3: Well-being questions

On this screen you can select what aspects of well-being you want to include on your survey.

You can choose up to eight. Most of the time you will want to include all aspects, but you have the option of removing some if you want.

The eight aspects are: (1) self-esteem, (2) emotional well-being, (3) resilience, (4) relationships with friends, (5) relationships with family, (6) satisfaction with community, (7) satisfaction with school, and (8) general life satisfaction. The question on life satisfaction is mandatory.

For 1-7, participants are asked to say how much they agree or disagree with a number of statements. These statements are shown next to each aspect of well-being. Participants can choose from a five-point scale, ranging from strongly agree to strongly disagree, and can choose to skip the question if they wish.

For 8, participants are asked how they rate their life on a scale from 0 to 10.

Once you have chosen, click 'Save & next'.

Step 4: Additional custom questions (for those using the full version)

On this screen you can choose whether you want to add any of your own questions. To prevent your survey becoming too long, we recommend that you add no more than six questions.

For help writing questions we recommend that you read our guidance on Writing better survey questions. You can download it here.

To create a new question, click on 'Create a question'. You can choose from three types:

(a) Multiple choice - 1 answer allowed

Questions allow participants to give one answer from a range of options. In simplest form this might be a choice of 'Yes' or 'No'.

(b) Multiple choice - more than 1 answer allowed

Questions allow participants to pick more than one answer from a range of options. For example, you could ask them to choose from a list of countries to say where they have been.

(c) Open-ended questions

Questions that allow participants to answer in their own words and express what is on their mind. A textbox is provided to allow the participant to type their answer.

NOTE: Open ended questions can take a long time to answer and are more likely to be skipped. They are also more difficult to analyse. Open-ended questions are not available in a paper survey.

You also have the choice of adding in a header before your questions which can introduce the questions you wish to ask.

The results of your custom questions are not included in the report of your results but are available to download once your survey is closed from the results page. The results are provided as a list in an Excel spreadsheet for you to do further analysis.

Once you have finished, click 'Save & next'.

Step 5: Choose participants

You need to decide whether you are going to ask the participants to do the survey online or whether you are going to use a paper version of the survey.

If you choose online you can send participants an email or direct them to a URL (provided later when you launch your survey). If you choose paper, you will be able to print out the survey and give it to them.

NOTE: We strongly advise that you launch the survey online where possible, as it reduces the room for error and means that you can track who has and hasn't completed it. If you decide to launch the survey in a paper version, the data will need to be inputted. We can do this for you, contact us for a quote.

Download Excel spreadsheet and add participant information

Next, you need to import a list of survey participants. Click 'Download' to get a blank spreadsheet where you can add the name of participants, their email address (if required), and any tags you have chosen to complete.

You can complete the spreadsheet by either copying cells from an existing spreadsheet or manually entering data.

Starting from the first blank row of the spreadsheet, you must enter answers in the spreadsheet exactly as you entered them when creating the questions. If you have included your own custom tag, all the possible answers appear in the second row to help you.

With the exception of email addresses, you have to enter a valid answer in every cell. For each column you have the option of 'Other' if you do not know the value for that participant.

Once you are finished save the spreadsheet on your desktop. You need to make sure that the spreadsheet is saved as a .csv file (on most computers this should happen automatically).

Upload completed template

After you have saved the completed spreadsheet, browse to locate it and then click 'Upload'. If there are errors in the spreadsheet you will return to the screen and errors will be listed.

If you find that there are errors in your spreadsheet, please check that the answers match those in the second row, and check for typos or extra spaces. Getting this process right can be a bit fiddly and take time but it is crucial for your results. If data is not correctly entered, you will not be able to do the analysis.

Step 6: Launch survey

On this screen you can see the list of participants that you have uploaded. You will see that all participants have been given an unique ID number which they must enter when completing their survey. After you launch the survey you will be able to download a list of participant names and ID numbers.

Before you launch your survey, check that the information you have uploaded is correct. If you spot any errors, you can go back and re-upload details of your participants. (When you re-upload information this automatically replaces your old data.)

When you are sure that the details you have entered are correct, click on 'Launch survey'. You will be asked to confirm your decision and that you are happy for credits to be deducted from your account.

If you are doing your survey online…

If you have included an email address, you can select whether you want to email the survey to participants. When you launch a survey, please note that emails are not sent out immediately – they are sent out an hour after you have launched the survey. Please check that the email addresses you upload are correct as we cannot tell you whether your emails have been safely delivered.

If you do not want to email participants, you can manually direct them to the survey using a link which is available on the next screen.

If you are doing your survey on paper…

You can access a PDF of your survey from the 'My Surveys' page.

NOTE: We strongly advise that you launch the survey online where possible. If you choose to administer the survey on paper, you will have to print out the survey and photocopy the correct number. You are responsible for doing this correctly and making sure that there are the correct number of pages and that they are in the correct order. You will also need to consider how the data will be inputted to the online version. We can input survey responses for you, contact us for a quote.

Post-launch: Next steps

After you click 'Launch' you will be taken to a page which confirms that your survey has been launched and explains what to do next. On this page, you can view your final survey and download a list of participant codes. You are also given a link that you can send to participants to complete their surveys online.

After launching your survey you are not able to make any changes to the questions. The only change you can make is to add participants. You can do this by clicking on 'Manage participants' on the 'My Surveys' screen.

Survey layout

The basic format of the survey is fixed and cannot be changed.

On the front page, participants will be asked to input their ID number. It also contains a small amount of legal text informing participants of what we will do with the information they provide.

The second page contains instructions to the participant about filling in the survey and a list of the tag questions you chose in the 'About participants' (Step 2 of the 'Create survey' process).

The second section is the well-being questions (Step 3).

The third section is your custom questions (Step 4).

Once the survey is complete, participants will be asked to submit their answers and see a screen thanking them for their participation.

Administering your survey

You are now ready to give out your survey. How you administer depends on whether you are asking participants to complete in online or on paper.

If you are administering your survey online, you can get a link to your survey to send to participants from the 'Link to take survey' icon on the 'My surveys' page. If you have chosen to email participants, they will automatically be sent this link.

If you are administering your survey on paper, you can print out a copy of the survey from the 'My surveys' page.

The survey should take participants around 15 minutes to complete. You can read our guidance on administering your survey in our guidance in Appendix 2 or download it here (for online surveys) or here (for paper surveys).

Most importantly, there are two key points to remember:

- Every participant completing the survey needs to enter their unique ID number. This enables us to anonymously track each participant if you choose to do a follow-up survey. If participants are completing the survey online, they will need to enter a valid code to proceed. If participants are completing the survey on paper, the ID number must be written clearly on the front page.
- When completing the survey is it important to allow participants to complete the survey on their own and not to influence the answers they give. You can read questions to them if they are having problems but not help them to answer.

NOTE: The results of online surveys are not submitted until participants click 'submit' at the end of the survey. If a survey is interrupted while it is being filled in, the participant will have to begin again.

Managing your surveys while in progress

After you have launched your survey, you can check its progress by using the 'My Surveys' screen.

By clicking on the 'View participant list' icon of your survey you can see who has completed the survey. You are also able to manually add more participants if you wish.

By clicking on 'View results', you can view the results as they come in (providing at least 10 people have completed the survey).

Closing your survey

Once you are satisfied that your survey is complete you can 'close' the survey. You can do this by clicking on 'Close' on the 'My Surveys' screen. You will be asked to confirm your decision.

Closing your survey allows you to print out a report of your results and download an analysis of your data. Once you have closed a survey, it cannot be reopened.

Interpreting your results

Once your survey is closed, you can download a report of your results and export your data from the 'My Surveys' screen or the 'Results' screen of the survey

In the analysis, the data on well-being is treated separately to your custom questions.

Well-being data

A PDF report is available with your results for well-being. This reports contains details of your sample, a series of graphs showing the well-being of your participants, and tables with the data. All the results are shown as percentages relative to the national baseline. You can also download the data in the graphs in excel format.

Appendix 3 contains guidance on interpreting your results or you can download it here (for initial surveys).

For more details on the national baseline, see here.

For an explanation of the calculations in the graphs, see here.

Your custom questions

The results for your custom questions are available to download from the 'View results' screen.

These are provided in an Excel spreadsheet for your own analysis.

Filtering your results

On the 'Results' screen of your survey, you are able to filter by the tags that you chose in Step 2 of 'Create survey'.

Filtering allows you to select only those records that match the description that you select and calculates the well-being results for the sample.

You are able to select more than one filter at a time (eg, 12 year old boys) but not more than one item within each filter (eg, 12 and 14 year old boys). As with all the analysis, results are only shown if your filtered sample includes at least ten participants. You can export filtered summaries in the same format as your standard report.

Pooling your results

Pooling your results is a function that allows you to collate the results of several surveys on a single graph.

You will find this useful if you have conducted the same survey multiple times across your organisation and want to see whether there is an overall pattern.

Pooling results will only produce valid results where you can be sure that the surveys have been administered consistently.

NPC's Well-being Measure does not produce PDF reports for pooled results.

NOTE: Pooling results may not produce an accurate impression of your results. The difference between surveys may cancel out or magnify effects and produce unexpected results.

We recommend that you only pool surveys where they related to the same project or activity, and where you can be sure that they have been administered in a consistent way.

Further help with analysing your results

Further analysis of your results is available for a fee from NPC. Please get in touch with us by emailing wellbeing@thinknpc.org.

Doing a follow-up survey

If you want to measure changes in well-being – for example to demonstrate what impact you are having on young people – you can use NPC's Well-being Measure to do a follow-up survey. A follow-up is a survey of the same group of participants and shows you how well-being scores have changed between two points in time.

In a follow-up survey, the answers participants gives are matched using their unique ID numbers.

Create a survey (follow-up)

To create a follow-up survey go to the 'My Surveys' screen and select 'Follow up' from the relevant survey. This will direct you to the 'Create survey' process.

On Step 1, the survey title will indicate that the survey is a follow-up. You can edit this if you wish.

As you click through the create survey process, you will not be able to edit the 'About participants' (Step 2) or the well-being questions (Step 3). You can enter new custom questions if you wish (Step 4).

When you get to the Add participants screen (Step 5), you can simply click 'Save & next'. As this is a follow-up, you already uploaded a list of participants and they already have unique ID numbers.

Follow Step 6 as above, and if you are happy with your survey click 'Launch'. You will be asked to confirm your decision and that you are happy for credits to be deducted from your account.

Adding participants (follow-up)

You cannot add new participants to a follow-up survey. For the purposes of the analysis there is no value in doing this because participants will be automatically excluded from the analysis if they have not enter results at both points in time anyway.

If there are participants that completed the initial survey but cannot complete the follow-up, do not worry as they will also be automatically excluded from the analysis.

Administering your survey (follow-up)

You administer the follow-up survey in exactly the same way as the first survey.

NOTE: It is crucially important that all participants input their unique ID number so that we can track the differences between their answers between the two points.

Managing your survey (follow-up)

As with any survey, by clicking on 'View participant list' you can see who has completed the survey.

By clicking on 'View results', you can view the results as they come in (providing at least 10 people have completed the survey). Here you are also able to filter the results by the characteristics of participants.

Interpreting the results of a follow-up survey

Once your follow-up survey is closed, you can download a report of your results and export your data from the 'My Surveys' screen.

NOTE: You cannot close a follow-up survey unless the 'new' survey is closed., We recommend that you always close the initial survey before you begin the follow-up (unless you are doing a 'rolling survey', see below).

Well-being data

A PDF report is available with your results for well-being for both surveys. It contains details of your sample, a series of graphs showing the well-being of your participants, and tables with the data. All the results are shown as percentages relative to the national baseline.

NOTE: The analysis only includes participants who have completed surveys at both points. Other records are excluded. You can see how many have been excluded in your report.

Appendix 3 contains our guidance on interpreting your results or you can download it here (for follow up surveys).

For more details on the national baseline, see here.

For an explanation of the calculations in the graphs, see here.

Your custom questions

Your custom questions are treated in exactly the same way as for the initial survey. The results are available to download from the 'View results' screen in Excel format.

If you are doing more than one follow-up

Having already done a follow-up survey, you may want to see whether any observed changes in well-being are maintained.

To do this you will need to do another follow-up of the first survey, by clicking on the 'follow up' button again.

Once complete, you will have one initial survey and two follow-up surveys. Both follow-up surveys compare their results to the first survey.

NOTE: NPC's Well-being Measure does not allow you to directly compare one follow-up survey with another follow up survey. To do further analysis on comparing these surveys, you can contact NPC for a quote by emailing wellbeing@thinknpc.org.

Copying a survey

You can repeat the same survey with a different group of participants by clicking on 'Use as template' on any of the surveys that appear in 'My surveys'. This will copy all of the questions into a new survey and you will be able

to edit them as necessary.

Doing a 'rolling survey'

Most of the time you think about doing a survey, it involves sending out a questionnaire for all your survey participants to complete at the same time.

But what if you run a project that where you don't see everyone at the same time? For example, you might work with young people that are referred to you one or two at a time over the course of a year. If this is the case, you might not know the names of young people or exactly how many you will see during the survey period.

Some customers may not have a defined group of participants at the beginning of the survey. A 'rolling survey' is when you administer a survey at different times to suit the different stages that young people are at.

For example, if you work on a project that has young people referred to you at different points in the year, it doesn't make sense to survey them all at the same time as they will be at different stages in their journey. Instead, it makes more sense to survey them individually at the point when they are referred to you and then again at a defined point after you have been working with them. Over time, this method helps you to build up a large enough sample to analyse.

For more information on doing a rolling survey, see our guidance here (Appendix 4).

My account

This section answers many of the questions that you may have about using your account. Please look over this section before getting in touch with us as it is likely to help you to find the answer to your query faster.

Terms and conditions

Access to your account is governed by the terms and conditions, which you must agree to before you sign up. A link to the terms and conditions can be found at the bottom of every screen, or you can read them here.

Can I share my account with others?

Each account has one main login, which has access to the full functions and privileges. If you choose, you can share this login with your colleagues but please remember that you are also sharing all administrative privileges.

Change login details

To login to the Well-being Measure, you require your email address and password.

You can change your password under the 'My Account' tab. To change your email address, please contact wellbeing@thinknpc.org.

What if I've lost my password

If you have lost your password, provided that you can remember the email address that you used to subscribe, you can request a new password to be sent to you. You can do this by clicking on the 'Forgotten password' link next to the login details

If you have lost your password and no longer have access to your email address, please contact us so that we can verify that you are who you say you are. You can email us wellbeing@thinknpc.org.

Buy more credits

You can buy more credits at any time by logging in and clicking the 'Buy more credits' link at the top of the screen.

Once you have signed up your account will remain open until you choose to cancel it, even if you have used all your credits

We do not store credit card details or offer a direct debit facility. Each time you buy new credits you will have to re-enter your credit card details.

Pay by invoice

If you want to pay by invoice rather than credit card, please email us at wellbeing@thinknpc.org with your organisation details and how many credits you wish to purchase.

Cancel my account

If for any reason you want to cancel your account, please send an email to wellbeing@thinknpc.org, marking your email 'Cancel account' in the subject line.

Under the terms and conditions that you agreed to when you signed up to use the service, we are not obliged to provide you with a refund for any used or unused credits.

How do you keep my data secure?

NPC takes the security of your data very seriously. Our systems are designed to protect your interests and the anonymity of the young people in your survey. In order to ensure that your information is secure we have suitable electronic, physical and managerial procedures to prevent unauthorised access and safeguard the information we collect.

We store data securely on a server in a secure environment using several levels of physical access security, 24-hour surveillance, and advanced technology to prevent interference or access from outside intruders. We also delete personal data such as names and email addresses when it is no longer in use.

For more information, you can read our privacy policy here.

Appendix 1: Planning your survey

The first stage of any good evaluation is planning. In this guidance, we describe how to plan your survey in six simple steps.

You should work through these steps before you create a survey.

To help you plan, you can also download our planning template.

Six steps to plan your survey

Step 1 Define a research question

Decide what you want to use NPC's Well-being Measure to find out.

Step 2 Decide what to include in your survey

Choose which of eight aspects of well-being to measure. Add your own questions if you wish

Step 3 Decide who will complete the survey

Choose the young people that you will ask to complete the survey.

Step 4 Decide when to do the survey

Pick a date and time to do your survey, and decide whether you need to do a follow-up survey.

Step 5 Decide whether to do the survey online or on paper

We strongly recommend that you do the survey online.

Step 6 Decide where you will conduct the survey

Plan a venue and make sure that you have the resources needed.

Once you have worked through these steps you are ready to create your survey.

Step 1 Define a research question

Ask yourself why you want to use NPC's Well-being Measure. What do you want to find out? What is it that you want to know about the well-being of young people you work with?

Your research question(s) might focus in one or more of three areas:

- Comparing the well-being of a group of young people to other young people in the UK;
- Looking at the change in well-being in a group of young people between two points in time;
- Comparing different young people within a group, for example, boys and girls.

Your research question(s) might be very simple. Common questions include:

- How does the well-being of the young people I work with compare to other young people in the UK?
- How does the well-being of young people I work with change between the start and end of my programme?

Or you might wish to ask something more complex, for example:

- How does the well-being of young people eligible for free school meals compare to those that are not?
- Does my programme have a positive impact on the self-esteem and emotional health of girls?

Don't try to make your research question(s) too complex, particularly if you are using the Well-being Measure for the first time. Remember to ask the simple questions first.

Once you have chosen your research question(s), discuss with colleagues.

When you are sure that you have the right question(s) you will be able to plan the rest of your survey.

Step 2 Decide what to include in your survey

What questions you choose to include in your survey will be determined by your research question and the aims of your work. To help you answer the research question(s) you defined in Step 1 you may need to include extra questions in your survey.

NPC's Well-being Measure allows you to create a survey with three types of questions. These are:

1. Tag questions

These are questions that collect information about participants, such as their age, sex, or whether they are eligible for free school meals.

Collecting this information allows you to divide responses when you are analysing the data. For example, if you collect data on whether or not young people are eligible for free school meals, you can compare the results for young people that are and young people that are not. This might be important in answering your research question.

You can add up to eight of your own tag questions when you create your survey. There are three mandatory tag questions: age, gender and postcode. You can also decide whether the information is entered by you or by the participant. This will be useful you want to include information about the young person that you have collected before or that you do not want to ask them.

2. Well-being questions

These are the questions about how young people feel and what they think about their lives.

You can choose questions on eight aspects of well-being. These are: self-esteem, emotional well-being, resilience, satisfaction with friends, satisfaction with family, satisfaction with community, and satisfaction with school. There is one mandatory question that measures overall life satisfaction.

Each well-being question comprises of a series of statements, which young people are asked whether they agree or disagree with. The questions are set and cannot be changed.

3. Custom questions

These are questions that you write yourself and can be about whatever you want. You have the option to make them multiple choice or open ended.

For example, you might want to ask participants to give feedback (for example, whether they found a course interesting or enjoyable).

We recommend that you do not include more than six custom questions to prevent the survey from becoming too long.

You can read further guidance on designing custom questions in our guidance on 'Writing better survey questions'.

Step 3 Decide who will complete the survey

You need to decide who you want to include in your survey.

How to choose your survey group

You may wish to survey all of the young people you work with, or all those on a particular project.

If this is the case, you can be sure that the participants you have chosen will provide an accurate picture of the group (because it includes everyone!).

OR

You may wish to survey a sample of the young people you work with, perhaps because you work with hundreds or even thousands.

If this is the case, and you want to be able to generalise the results to all the young people that you work with, then you need to make sure the sample is representative and avoids bias.

Making sure your survey is representative

Sample bias is where there is a systematic difference in the characteristics of the sample compared to the group it is meant to represent. For example, a survey of school children might be less likely to include children who truant.

There are two good ways of selecting a sample:

- Random selection—where you select a random sample of children from a list. For example, if you have an alphabetical list of the children you work with, you might select every third child.
- Purposive selection—where you know there are certain characteristics of your group that are important, such as whether or not children have free school meals, and the sample of children is purposefully selected so that all the different characteristics are proportionally represented.

You can choose either of these methods to select a representative sample. If you are not sure what you are doing, then you should consult an expert.

For training on sampling, NPC recommends Courses in Applied Social Surveys (CASS). See www.s3ri.soton.ac.uk/cass.

For further reading see: Fowler, F.J. (2008) Survey Research Methods (Applied Social Research Methods). Sage: London.

Other things you need to know …

You must have at least ten completed surveys

You need to have a sample of at least ten completed surveys to do any analysis. If you have less than ten, you will not receive any results.

This rule also applies if you want to do analysis within your sample. For example, if you have surveyed 30 young people including 25 boys and 5 girls, you will be able to analyse the results for boys but not girls.

The larger the survey, the smaller the changes that you can show

As with any survey, the size of your sample can affect the changes you see.

At small sample sizes, the survey will only pick up large changes in well-being. As the sample become larger, then you are able to detect smaller changes.

As a general rule, you need at least 30 participants to detect small changes in well-being, or 50 participants to detect very small changes.

The survey works best for 11 to 16 year olds

We advise that you only use the tool for 11 to 16 year olds. The questions have not been validated for use outside this age group; some questions may be too difficult for younger children or inappropriate for older groups.

However, if you work with young people outside this age group and you think that the tool would be appropriate for them, you can still use it. In this case, when we do the analysis we will automatically compare young people's scores with the nearest available age—for example, if the survey is completed by a 17 year old, we will compare that to national data for a 16 year old.

Uploading details of participants

After you have decided who to include in your survey, you will be asked to upload details of the participants in an Excel spreadsheet. You will be guided through this process when you create your survey online. Each participant will then be allocated a unique ID number for when they complete the survey.

Step 4 Decide when to do the survey

You need to decide at what point (or points) in time you want to do your survey. This will depend on what you want to measure and your choice of research question.

The timing of the questionnaire is critical to ensure you get high quality data.

Deciding whether you need a follow-up …

If you want to look at well-being at a single point in time, then you only need to do one survey.

If you want to measure change between two points in time, you need to do an initial and a follow-up survey.

Deciding on the timing of the survey …

Pick a date and a time that suits you in advance, and stick to it.

Select dates that are appropriate to what you are trying to measure. If you want to measure the impact of a project with an initial and follow-up survey, choose dates close to the beginning and soon after the project. It is very important that you use the initial survey to get an accurate sense of young people's starting points. If you do the initial survey after the start of your project there may be changes in well-being missed by the evaluation.

Try to avoid times when young people may feel unsettled. Remember that you are asking them about how they feel, which can potentially be influenced by short-term events in their lives. Use your judgment, for example, avoid Friday afternoons at school, and before and after Christmas holidays.

Do follow-up surveys at the same point in the day as the initial survey. Matching the timings of follow-up surveys is good research practice because it means young people complete the surveys under similar conditions. For example, if the first survey is on a Tuesday morning, make the second a Tuesday morning too.

Be aware of the difficulties of measuring long-term change. It can be difficult to demonstrate impact on well-being over a long period. This is because the longer you wait, the more external environmental factors that you cannot control will have an impact on young people. This is a problem common to all methods of evaluation.

You can mitigate this problem by using a control group. A control group is a similar group of young people which you can compare your group to.

To read more about control groups, we recommend Bradburn, N., Sudman, S. & Wansking, B. (2004) Asking questions: the definitive guide to questionnaire design. Jossey-Bass: San-Francisco.

Step 5 Decide whether to do the survey online or on paper

You need to decide whether you are going to ask the participants to do the survey online or whether you are going to use a paper version of the survey.

We strongly recommend that you do the survey online, to reduce the costs to you, minimise room for error, and help you get your results quicker.

Summary of your two options

	Online	Paper
How you administer the survey	You receive a unique URL for your survey. You can either direct young people to the URL yourself or you can choose to email a link to them.	You need to print out the survey, making sure the pages are stapled together in the correct order and do not come apart, and that the unique IDs are written clearly.
Materials required	Computers that have access to the internet.	Paper versions of the survey that you print out and prepare.
What young people see	An online version of the survey.	A paper version that you have completed.
Getting the data into the system	The data is automatically analysed in the system.	You need to send these surveys to us, using registered post.
Results	You can view the progress of your survey online.	We will inform you when your survey data has been entered to view online.
You receive your report once you have closed your survey.	You receive your report once the data has been entered and your survey has been closed.	You receive your report once the data has been entered and your survey has been closed.
Extra cost	None.	You pay for data entry. Contact us for a quote.

Step 6 Decide where you will conduct the survey

- Plan a venue and make sure that you have the resources required to do the survey.
- Where you ask young people to complete the survey will be dictated by where you work. However, when choosing a venue, try to follow the guidance below.

- Select a venue where young people are able to complete the survey on their own, and without distraction or influence from others.
- A quiet environment such as a classroom or computer lab is ideal.
- Always be there to supervise the survey and be on hand to answer any questions that young people may have.
- Do not allow young people to talk to each other during the survey and do not let young people take the survey away with them.
- If necessary, make sure that you book the venue.
- If you are administering a follow-up survey, it is good practice to choose the same or a similar environment.

And finally …

Once you have worked through the six steps, review your decisions carefully.

As with any research, you may want to think through the ethical issues in your research design. If you need it, more guidance on research ethics can be found on our website.

You are now ready to create your survey!

PLANNING YOUR SURVEY – TEMPLATE

Your name _____

Your organisation _____

1. Your research question(s)

2. What to include in your survey

Well-being questions (tick as appropriate)	*Tag questions*	*Custom questions*
☐ Self-esteem ☐ Emotional well-being ☐ Resilience ☐ Friends ☐ Family ☐ Community ☐ School ☑ Life satisfaction (mandatory)		

3. Description of your group (including number of young people)

4. Date of survey(s)

Follow-up? Yes ☐ No ☐

5. Method of administration Online ☐ Paper ☐

Note: We strongly recommend that you do the survey online.

6. Venue

Notes

Appendix 2: A guide to administering your survey

Using NPC's Well-being Measure is similar to doing any survey. To get reliable results you should allow participants the time and space to answer the questions on their own and without being influenced.

This guide helps you to administer the survey and answer any questions that may arise.

Do…

- Get participants to complete the survey in a quiet environment, without pressure or distractions (a classroom or computer lab is ideal).
- Make sure that participants enter their unique ID codes correctly.
- Explain the purpose of the survey clearly.
- Be on hand to answer any questions.

Don't …

- Try to influence the answers young people give.
- Let young people take the survey away with them.
- Allow young people to talk to each other during the survey.

What to say to before participants complete the survey

We would like you to fill in this survey about how you feel about different aspects of your life. It will take you 10 to 15 minutes.

We are doing it so that we can see how you are doing and learn more about how the work we do helps young people like you. We will only look at your answers as a group and not individually.

You should also know that:

- it is not a test and there are no right or wrong answers.
- we want you to be completely honest and need you to think about your life as it is now.
- your answers will not be shown to anyone and your name will not appear with your answers.
- you don't have to answer any questions if you don't want to and you can stop at any time.

If you are planning to do a follow-up survey, you should also say:

We want you to fill it in again in ___ weeks'/months' time.

How to answer questions about the survey

We have tested the survey thoroughly with young people but it is inevitable that some questions will arise.

When dealing with any questions, the golden rule is to try not to influence the way young people answer.

This guidance helps you answer some common questions.

If young people do not understand a question …

Read it to them. If they still do not understand, you can rephrase the question in a way that the child will understand. If they are still struggling, tell them to skip the question.

If young people cannot read the questions …

You can read the survey aloud for them. However, be aware that your presence can influence the way they answer the questions.

To counter this, try to position yourself somewhere where you cannot see their answers. This will reduce the risk that they try to answer in a way that they think will impress you.

The 'ladder' question

One question on the survey often provokes more questions than others—the 'ladder' at the start of the survey. In it, young people are shown an image of a ladder and told to place a 'tick' where they rate their life at the moment.

This question is known as 'Cantril's ladder' and has been used in surveys of well-being since the 1950s. We are using the original question without any changes.

However, the original question has a hidden error. It asks respondents to place themselves on a ladder where the bottom of the ladder is '0' and the top of the ladder is '10'. But there are 11 boxes between the top and bottom rungs.

If children do not mention the error you should allow them to answer the question as they wish.

If they are completing the survey online, and they ask you how they should respond, you should encourage them not to think about the problem and just tick the box that they think best describes how they rate their life.

Appendix 3: A guide to interpreting your results

Interpreting your results—initial survey only

Once you have closed your survey you can download a report of your results. Your results are presented in a series of graphs and tables.

How to interpret the graphs

A guide on how to interpret the graphs is included on the next page. You can also see it in the report you receive from your survey report.

A graph for the overall group, boys and girls and different ages is included as standard. You can do further analysis of your data, including on your custom tags, by using the filtering tool on the 'View results' page.

Interpreting well-being scores

If your group scores high on well-being… they have a high well-being relative to the national baseline.

If your group scores low on well-being… they have a low well-being relative to the national baseline.

You should look whether there are patterns in your group, for example, if there is a difference between boys and girls, or whether there is a particular aspect of well-being that is high or low. If there are, you should ask yourself the reasons for these differences.

Factors to take into account that may affect your results

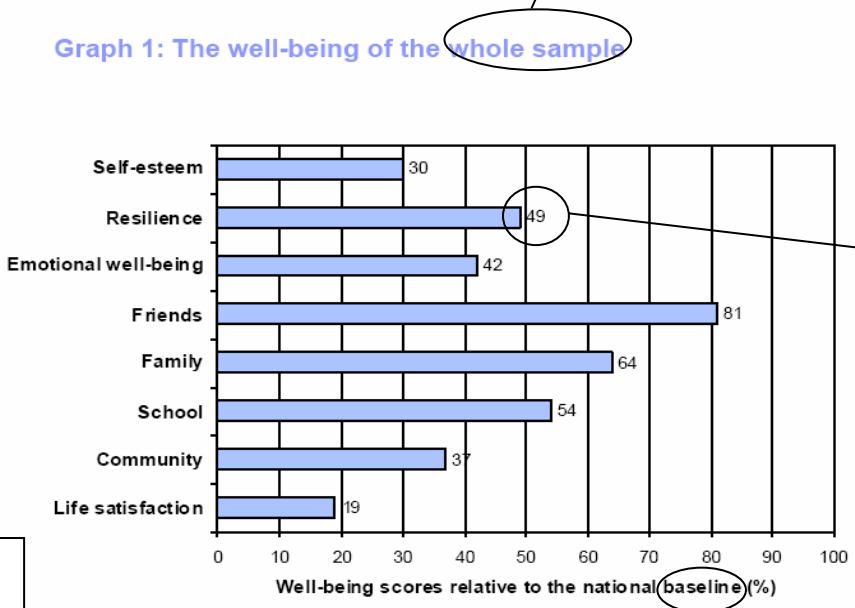
When interpreting your results, you should think about whether there is anything that might have affected your results. This includes:

- Bias in who filled out the survey – Did all participants complete the survey? Are there some groups that are over-represented in the survey?
- Questionnaire timing – Did you ask children to fill out the survey at a time when they were particularly unsettled or excited? Was there any external event that might have affected how they answered?

For further help interpreting the results of your surveys, you can contact NPC for consulting support wellbeing@thinknpc.org. We will also regularly publish case studies and examples on our blog.

How to interpret the graphs – initial survey only

The title of the graph shows who these results apply to. It might be the whole sample or a group within the sample (for example, girls).



The blue bar shows the group's average well-being score.

Scores are shown as percentages and are relative to the national baseline.

The national baseline is a sample of young people from across the UK, used to put your results in context.

For example, if your results show a self-esteem score of 30%, it means that 30% of the national population has lower self-esteem than your group and 70% of the population has higher self-esteem than your group.

On each graph, the baseline is adjusted to account for the age and gender of young people surveyed

Aspect of well-being	Level of well-being
Self-esteem	The group has a low level of self-esteem.
Resilience	The group has a medium level of resilience.
Emotional well-being	The group has a medium level of emotional well-being.
Satisfaction with friends	The group has a very high level of satisfaction with friends.
Satisfaction with family	The group has a high level of satisfaction with family.
Satisfaction with school	The group has a medium level of satisfaction with school.
Satisfaction with community	The group has a low level of satisfaction with community.
Life satisfaction	The group has a very low level of life satisfaction.

Each well-being score is divided into five categories:

Very high: above 80%

High: 60% to 80%

Medium: 40% to 60%

Low: 20% to 40%

Very low: below 20%

Once you have closed your survey you can download a report of your results. Your results are presented in a series of graphs and tables. The graphs include two bars for each aspect of well-being—one for the initial survey

and one for the follow-up.

How to interpret the graphs

A guide on how to interpret the graphs is included on the next page. You can also see it in the report you receive from your survey report.

A graph for the overall group, boys and girls and different ages is included as standard. You can do further analysis of your data, including on your custom tags, by using the filtering tool on the 'View results' page.

Interpreting well-being scores

If you see positive change …

There is a good chance that this is due to the project you are measuring. However, you should also consider other environmental factors, and whether or not your sample is biased in some way (see below).

If you see improvements where you do not expect it, you should think about why that might be. Did one aspect of well-being have a knock-on effect on another aspect, for example?

If you see negative change …

This may be due to your project, or it may be due to external factors.

You can have a positive impact in some aspects of well-being and a negative impact in others. There can often be a logical explanation for this. For example, see Case Study 1 below.

It may be that your project did have a positive impact on well-being, but that this impact was counteracted by negative environmental factors. For example, the transition from primary to secondary school can initially have a negative impact on well-being.

If you see no change …

This may be due to your project or it may be due to external factors.

A third explanation is that it is due to the timing of your survey.

NPC's Well-being Measure shows change between two points in time, ie, the period between the initial and follow-up survey. It doesn't capture any changes that happens in young people's lives before or after this period.

If you administered the initial survey after the beginning of your project, you may have missed some of the changes to young people's well-being. For example, in some projects, most of the change happens early in the project and the remaining part of the project is about maintaining and embedding these changes. That is why is so important to plan your survey and that you use the initial survey to get an accurate sense of young people's starting points.

Using a control group

If you have used a control group you can isolate the impact of your programme by subtracting any differences seen in the control group (or what would have happened anyway).

Factors to take into account that may affect your results

When interpreting your results, you should think about whether there is anything that might have affected your results. This includes:

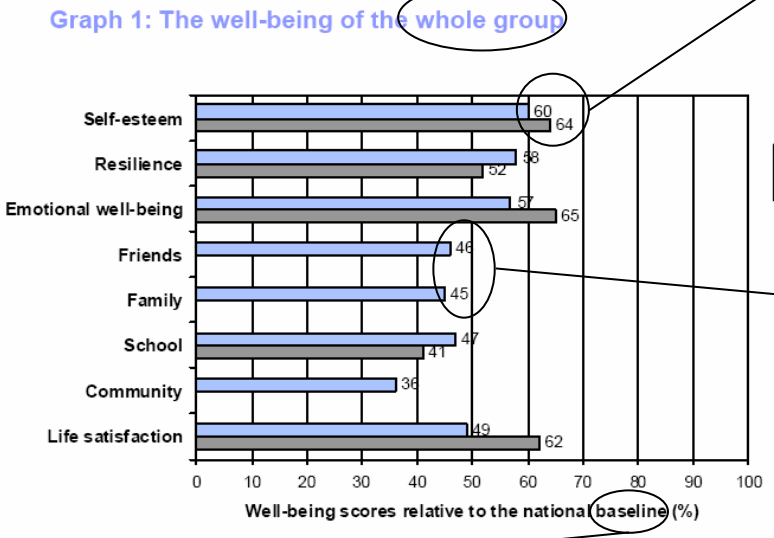
- Bias in who filled out the survey – Did all participants complete the survey? Are there some groups that are over-represented in the survey?
- Questionnaire timing – Did you ask children to fill out the survey at a time when they were particularly unsettled or excited? Was there any external event that might have affected how they answered?
- Environmental factors – If you look at change over a long period of time environmental factors have an impact and should be taken into account. For example, transition to secondary school often has a negative impact on some aspects of well-being.

For further help interpreting the results of your surveys, you can contact NPC for consulting support wellbeing@thinknpc.org. We will also regularly publish case studies and examples on our blog.

How to interpret the graphs – initial survey only

The title of the graph shows who these results apply to. It might be the whole sample or a group within the sample (for example, girls).

The blue bar shows the group's average well-being score for the initial survey, and the grey bar shows the average score for the follow-up survey. The difference represents the change that has taken place. Scores are shown as percentages and are relative to the national baseline.



The national baseline is a sample of young people from across the UK, used to put your results in context.

For example, if your results show a self-esteem score of 60%, it means that 60% of the national population has lower self-esteem than your group and 40% of the population has higher self-esteem than your group.

On each graph, the baseline is adjusted to account for the age and gender of young people surveyed.

The results for the follow-up survey are only shown if we can be 95% confident that there has been a statistically significant change from the initial survey.

Aspect of well-being	Change		Effect size
Self-esteem	↑	There was a significant improvement in self-esteem, which increased by 4 percentage points, relative to the national baseline.	Medium
Resilience	↓	There was a significant reduction in resilience, which decreased by 6 percentage points, relative to the national baseline.	Medium
Emotional well-being	↑	There was a significant improvement in emotional well-being, which increased by 8 percentage points, relative to the national baseline.	Small
Satisfaction with friends	→	There was no significant change in satisfaction with friends.	N/A
Satisfaction with family	→	There was no significant change in satisfaction with family.	N/A
Satisfaction with school	↓	There was a significant reduction in satisfaction with school, which decreased by 6 percentage points, relative to the national baseline.	Medium
Satisfaction with community	→	There was no significant change in satisfaction with community.	N/A
Life satisfaction	↑	There was a significant improvement in life satisfaction, which increased by 13 percentage points, relative to the national baseline.	Small

This describes the change, if any, that has taken place between the initial survey and the follow-up survey.

An upward arrow shows that there has been an improvement in well-being. A sideways arrow shows that there has been no significant change in well-being. A downward arrow shows that there has been a reduction in well-being.

Effect size describes the size and consistency of the change.

For example, if all children in the group become happier, even by a small amount, then the impact is consistent, giving a large effect size. If there is a lot of variation among the children, the effect size is small.

Appendix 4: Doing a rolling survey

Most of the time you think about doing a survey, it involves sending out a questionnaire for all your survey participants to complete at the same time.

But what if you run a project where you don't see all the participants at the same time? For example, you might work with young people that are referred to you one or two at a time over the course of a year.

If this is the case you need to run a 'rolling survey' where you can add participants as you go along and gather survey data over a period of time.

Rolling surveys are a little bit more complicated to set up, and may have some limitations. This guidance tells you all you need to know.

Limitations of rolling surveys

Most features of NPC's Well-being Measure are available if you are doing a rolling survey.

However, in a small number of cases, there are two limitations (related to adding participants' names and using tag questions).

These limitations only occur if you:

(a) do not know the names of all participants when you begin

AND

(b) want to do initial and follow-up surveys that overlap (ie, some participants will be filling in their initial survey after others have completed their follow-up survey).

For the limitations to apply, your survey must have both these features.

Guidance for initial and follow-up surveys without limitations

This section is for if you are doing a survey that does not match the description on page 2.

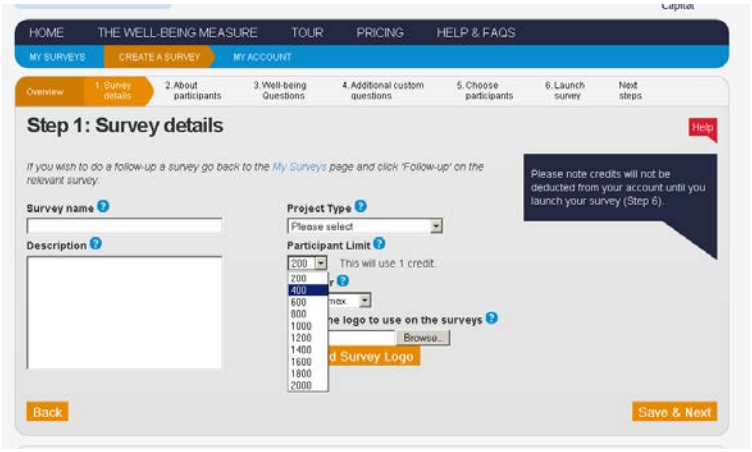
Planning a rolling survey

As with any survey, you should go through the process of planning, as outlined in our guidance.

Begin by defining the aims of your research and make sure that you are clear about what you want to test and over what time period.

During the planning process, although you might not know the names of your participants, you need to choose a participant limit (ie, the maximum number of participants in your survey). This is important as you will have to define it in Step 1 when you create your survey (see Figure 1).

Figure 1 – Defining your participant limit



Deciding when you want participants to complete the survey is perhaps the most important part of planning a rolling survey. You might want to survey each young person immediately before you being working with them, and then again six months after you have worked with them. Given that all young people will be at different stages at different times, whatever you decide you need to be strict about sticking to your plans – otherwise you risk collecting data that is invalid.

Creating your survey

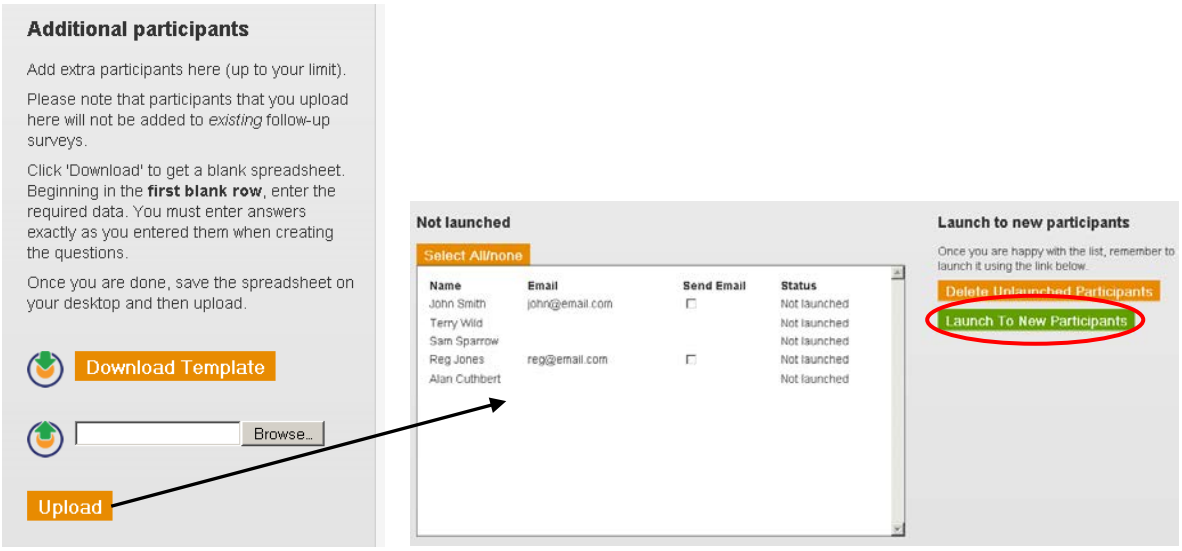
The next step is creating your survey. From the 'My surveys' page, click on 'Create survey' and begin the process, making sure that you give your survey an appropriate name and description. Complete Steps 2-4 as instructed.

When you get to Step 5 'Choose participants', you are asked to download an Excel spreadsheet and upload your list of participants. If you know the names of the participants in advance, add them as instructed.

If you do not know the names of all the participants, it doesn't matter as you can upload when required on the 'View participants' screen on your 'My Surveys' page (see Figure 2).

(However, you should be aware that you cannot launch your follow-up survey until you have added all of your participants to the initial survey. If you do want to do this, you need to skip to the guidance on page 6.)

Figure 2 – Adding participations after launch


Additional participants
Add extra participants here (up to your limit).
Please note that participants that you upload here will not be added to existing follow-up surveys.
Click 'Download' to get a blank spreadsheet. Beginning in the first blank row, enter the required data. You must enter answers exactly as you entered them when creating the questions.
Once you are done, save the spreadsheet on your desktop and then upload.
Download Template
Browse...
Upload
Not launched
Select All/none
Name
Email
Send Email
Status
John Smith
john@email.com
Not launched
Terry Wild
Not launched
Sam Sparrow
Not launched
Reg Jones
reg@email.com
Not launched
Alan Cuthbert
Not launched
Launch to new participants
Once you are happy with the list, remember to launch it using the link below.
Delete Unlaunched Participants
Launch To New Participants

Adding participants works in exactly the same way as in the create survey process: you download a spreadsheet, add participant details and then upload the file in csv format. Once you have uploaded the new participants you need to click 'Launch to new participants'. To prevent errors, make sure that you follow the instructions provided.

You can add as many additional participants as you need to up to the participant limit you chose when you created your survey.

Doing a follow-up survey

If you want to measure changes in well-being – for example to demonstrate what impact you are having on young people – you need to do a follow-up survey. (A follow-up is a survey of the same group of participants and shows you how well-being scores have changed between two points in time. The surveys are matched using participants' ID numbers.)

To do a follow-up, simply click 'follow-up' on the survey within the 'My surveys' page. The follow-up survey automatically inherits the same participants as the first survey, with the same ID numbers.

As long as you have entered all the participant names and details in the initial survey, you can create a follow-up survey at any time. By having both surveys running at the same time you can collect data from participants when you need to.

You can follow the progress of your surveys on the 'My surveys' page. When you are happy that you have collected all of the information that you want, you can close both surveys (by clicking 'Close' on your 'My surveys' page). You can then download a report of your results.

Further support

If you would like further help planning your survey, please contact the NPC Well-being Team for details about our consulting services

Email us wellbeing@thinknpc.org.

Case study 1 The Outward Bound Trust

The Outward Bound Trust is an educational charity that uses outdoor experiences and challenges to develop young people. The Outward Bound Trust pilots were conducted in two schools with young people participating in courses, School A and School B. The first survey was completed in the week before the course and the follow-up one week after, in the case of School A, and over a month after, in the case of School B.

The results

School A children demonstrated improvements in self-esteem, resilience and emotional well-being (sample size 108). School B children demonstrated a reduction in happiness with family and friends (sample size 84).

Interpretation

The School A follow-up was taken a week after the programme ended and there were no other obvious environmental factors that could have influenced the results so the improvements seen were probably due to the programme.

In School B, because the course was at the end of term the follow-up survey was delayed until after the Christmas holidays, at the beginning of the next term. This means that the impact of the course was counteracted by environmental factors—the school holidays. The reduction in well-being around relationships seen was likely to be due in part to the influence of children's feelings around coming back to school.

Case Study 2 Toynbee Hall

Toynbee Hall is a community organisation in the East End of London that provides support to local people in Tower Hamlets. Its flagship Aspire Project works in eight local schools to give young people age 13-14 the chance to take part in creative, fun experiences and challenging activities—aiming to build their confidence, improve their social well-being and help them express themselves in more positive ways. Toynbee Hall wanted to find out what the young people it works with really thought of the project. Toynbee Hall used the Well-being Measure in 2011 to track the progress of a group of around 80 young people during the project. It surveyed them at three points in time: at the beginning, half-way through, and at the end.

The results

At the first follow-up, there were significant improvements in how young people felt about their school and community. After the second follow, NPC's Well-being Measure demonstrated improvements in young people's self-esteem and life satisfaction.

Interpretation

The results are aligned with the overall aims of the Aspire Project, providing strong evidence of Toynbee Hall's impact on young people's lives, and showing its success at changing how young people feel about themselves and their environment. Aspire's funder, the Paul Hamlyn Foundation said 'With the results of surveys NPC send to users, organisations are much better placed to understand where they make most impact and where they might need to re-think their approaches.'

Maria, the Project Co-ordinator of the Aspire project, told us that 'using NPC's wellbeing survey with young people on the project has helped us to improve the richness and depth of our data, enabling us to show funders, project partners and participants the impact of work more clearly.